

Enterprise Incident Report May 2011

As of 6/1/2011

Tax Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Tax Commission	12	685	7	704
	3	463	0	466
Customer Company Total	12	685	7	704
	3	463	0	466

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Tax Commission	12	685	7	704
	1	49	2	52
Customer Company Total	12	685	7	704
	1	49	2	52

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Tax Commission	12 0.64	685 0.48	7 0.73	704 0.49
Customer Company Total	12 0.64	685 0.48	7 0.73	704 0.49

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Tax Commission	12 0	685 24	7 0	704 24
Customer Company Total	12 0	685 24	7 0	704 24

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Tax Commission	10 0.06	683 0.93	7 1.46	700 0.93
Customer Company Total	10 0.06	683 0.93	7 1.46	700 0.93

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Detail

INC000000291248	Jeanette Sever Metro B Desktop Support	None Austin Farey	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.58
INC000000297565	MV Farmington Network Operations	Network Jack Bridwell	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.97 1.95
INC000000298234	Jim McNair Metro B Desktop Support	PC/Laptop Torri Randa	Error Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	9.48 11.75
INC000000298318	MV Salt Lake City Metro B Desktop Support	EIS Hardware Austin Farey	Printer Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	60.46 91.26
INC000000300451	MV Farmington Network Operations	Network Brian Chatwin	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 0.37
INC000000301545	MV Farmington Technical Lead/Project Manager	Server Bart Purser	Performance Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.64 49.12
INC000000302229	Jim Shaw Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.95 3.95
INC000000302260	Jeffrey Bawden Voice/Data/WAN Services	Telecom Mike Johnson	CrossTalk/Noise/Static Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 0.50
INC000000302273	Jeffrey Bawden Voice/Data/WAN Services	Telecom Mike Johnson	CrossTalk/Noise/Static Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.65 0.65
INC000000303264	Mike Lee Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.92 6.49
INC000000304922	Dianna Wright Desktop Services Management	Application Dallas DiFrancesco	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.16
INC000000305081	Denny Lytle Metro B Desktop Support	Application Torri Randa	Error Tax Commission	Microsoft Windows XP Professio Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.67 3.05
INC000000305578	Devin Scott Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000305579	Gerrie Bradbury Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305587	Stephen Reitz Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.30
INC000000305589	Steven Leigh Metro B Desktop Support	PC/Laptop Sean Chadbourne	Performance Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000305606	Fariba Labib Voice Operations	Telecom Lois Schow	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 12.69
INC000000305610	Jacoba Larsen Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
INC000000305621	Lindsey Boone Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305628	Stephen Anderson Metro B Desktop Support	Application Sean Chadbourne	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305635	Scott Lawrence Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305675	Lezlie McCall Metro B Desktop Support	EIS Hardware Sean Chadbourne	Printer Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.62 3.73
INC000000305690	Marcy Dennerline Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305692	Mark Fluckiger Help Desk	Telecom Brenda Treadway	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305714	Robert Ure Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305760	MV South Valley Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305762	Chante Hammond Help Desk	Telecom Brenda Treadway	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305770	Jit Bhatia Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305771	Pamela Pendleton Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305779	MV Monticello Metro B Help Desk	Network Brent Wishart	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305798	Randolph Prawitt Metro B Desktop Support	Application Torri Randa	Error Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.20
INC000000305812	Wendy Du Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.60 1.60
INC000000305815	Allan Shinney Metro B Help Desk	Network Brent Wishart	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000305819	Gene Petrie Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305824	David Bushman Metro B Desktop Support	Network Sean Chadbourne	Password Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305827	Stephen Anderson Help Desk	Telecom Brenda Treadway	Voice Mail Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305915	David Swan Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305927	Craig Sandberg Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.67
INC000000305965	Pauline Fisher Metro D Help Desk	None Doug Brown	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000305987	Jake Hill Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306003	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306016	Julie Hird Metro B Help Desk	Application Gavin Barney	Error Tax Commission	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306021	MV Farmington Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306022	Eric McPherson Help Desk	None Brenda Treadway	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306044	Jan Duggar Metro B Desktop Support	PC/Laptop Sean Chadbourne	Password Tax Commission	None Medium	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.54 1.83
INC000000306049	Jit Bhatia Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306063	MV Park City Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306078	Paula Vanikiotis Voice Operations	Telecom Gail Christiansen	Call/Receive Tax Commission	Telephone Low	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.08 15.45
INC000000306088	Halalose Wolfgramm Metro D Help Desk	None Doug Brown	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306146	Scott Stevens Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.43 4.15

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INC000000306156	Ray Paulsen	Application	Error	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000306180	Hao Tang	PC/Laptop	Virus	Symantec AntiVirus		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 1.04
INC000000306192	Craig Jolley	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000306264	Jake Hill	EIS Hardware	Printer	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000306292	Sherry Bushnell	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000306302	Eric McPherson	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000306308	Kristine Beckstrom	None	None	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.22
INC000000306319	Sherry Bushnell	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000306322	Colleen Conover	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.22
	Voice Operations	Lois Schow	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.22
INC000000306366	MV Brigham City	Network	Performance	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000306371	MV Logan	Network	Performance	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000306419	Joleen Rogers	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.10
	Voice Operations	Lois Schow	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.23
INC000000306423	Jake Hill	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000306431	Jim McNair	Application	Reporting	None		TIR Missed: No	TIR: 0.87
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.87
INC000000306471	Oren Kimber	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000306496	Jim McNair	Network	Incident	None		TIR Missed: No	TIR: 0.83
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.83
INC000000306503	Dee Talbot	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR: 0.28
	Voice Operations	Lois Schow	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.33

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INC000000306507	Jeanette Sever Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306538	Jeanette Sever Application Services	None Martin Gonzalez	None Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.31 6.28
INC000000306539	Vera Bullock Voice Operations	Telecom Lois Schow	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.23
INC000000306578	Aimee Nielsen-Larios Voice Operations	Telecom Kelly Johnson	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.29
INC000000306642	Lynda Wood Voice Operations	None Annette Nielsen	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.45
INC000000306651	Cheryl A Sielhorst Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306654	Kathleen Swartwout Voice Engineering	Telecom Romanza Hamblin	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.16
INC000000306655	Francine Corbridge Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.11 4.10
INC000000306659	Sharon Helf Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306665	June Washington Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306672	Creed Collins Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306676	Tawna Blodgett Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306716	Jim Shaw Metro B Help Desk	PC/Laptop Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306717	MV Salt Lake City Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306751	MV Provo Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306777	Hal Mauchley Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Error Code Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306897	Stephen Reitz Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000306916	Opal Peterson Voice Operations	Telecom Lois Schow	Call/Receive Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.50
INC000000306924	Jake Hill Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306925	Bill McCarthy Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.19
INC000000306926	Rita C Martinez Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306934	Jake Hill Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306945	Nancy Zullo Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Symantec AntiVirus Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306976	D'Arcy Dixon Pignanelli Voice Operations	Telecom Leon Owen	Voice Mail Tax Commission	Telephone High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 0.35
INC000000306977	June Washington Metro B Help Desk	Application Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000306990	Gerald Osborne Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	None Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.83 3.83
INC000000307004	Heidi Ashdown Help Desk	Telecom Brenda Treadway	Feature Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307064	Alison Imlay Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307080	Charlie Roberts Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307197	Priscilla Sims Metro B Desktop Support	EIS Hardware Sean Chadbourne	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.99 2.48
INC000000307199	Jan Duggar Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307218	Larry Ball Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000307242	Fariba Labib Voice Operations	Telecom Leon Owen	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.20 5.41
INC000000307280	Naomi Pace Voice Operations	Telecom Lois Schow	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.26

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INC000000307291	Jim Shaw	Application	Reporting	None		TIR Missed: Yes	TIR: 1.51
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 2.39
INC000000307293	Kay Martinez	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000307327	Joshua Quarnberg	EIS Hardware	PC/Laptop	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000307396	Paul Bredthauer	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000307431	Jake Hill	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000307501	Dolores Furniss	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000307506	MV Park City	Network	Performance	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000307529	MV Provo	EIS Hardware	Printer	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000307561	Kim Ferrell	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000307566	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000307568	Jackie Bate	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: Yes	TIR: 2.17
	Voice/Data/WAN Services	Spencer Blodgett	Tax Commission	Low	Closed	TTR Missed: No	TTR: 2.17
INC000000307593	Shane Burton	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000307623	MV Price	Print/Copy/Scan/Fax	Queue	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000307701	Karen Yakovich	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000307727	Karalynn Malcolm-Sugden	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.86
	Voice Operations	Leon Owen	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.86
INC000000307824	Stephen D Peterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000307864	Michael L Davis	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000307866	Dean Powell	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.12
	Voice Operations	Lois Schow	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.22
INC000000307876	Rita C Martinez	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000307883	Inez Thomas	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.69
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.90
INC000000307951	Joseph Caldiero	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000307971	Curtis Stoddard	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000307990	Cynthia Williams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000307996	MV Provo	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000308004	Priscilla Sims	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000308044	Rita C Martinez	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000308058	Christine Robinson	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000308062	Linda Allred	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000308073	Nikki Vasquez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000308095	Jennifer Stanger	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000308131	Kyle Boyer	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: Yes	TTR: 23.05
INC000000308163	MV Ogden	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000308240	Lamar Sayer	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 2.39
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	TTR: 2.99
INC000000308244	Karalynn Malcolm-Sugden	Application	Error	None		TIR Missed: Yes	TIR: 7.33
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: Yes	TTR: 7.33

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INC000000308347	James Shaw Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000308348	MV Salt Lake City Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000308359	MV Duchesne Network Operations	Network Kelli Okumura	Performance Tax Commission	None Medium	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.42
INC000000308487	Fo'ou Vehikite Voice Operations	Telecom Lois Schow	Voice Mail Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.34
INC000000308490	Doug Brooks Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000308491	Christine Robinson Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000308637	David Swan Metro B Hosting	Application Paul Engberson	Error Tax Commission	Microsoft Excel Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 0.62
INC000000308661	Debbie Huni Voice/Data/WAN Services	Telecom Mike Johnson	Hardware Tax Commission	Telephone Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.36 3.33
INC000000308671	Cheryl Horowitz Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Paper Jam Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000308676	Lamar Sayer Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell Messenger Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000308686	Randy Farnsworth Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000308731	Vaun Johnson Voice Operations	Telecom Lois Schow	Voice Mail Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.35
INC000000308736	Laura Atwood Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.07
INC000000308764	Dennis Mitchell Voice Operations	Telecom Lois Schow	Voice Mail Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.17
INC000000308777	Ralph Hoggan Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000308779	Christine Robinson Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000308781	Lindsey Boone Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000308826	Christine Robinson Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000308827	Christine Robinson Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Novell Messenger Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000308861	Laurie Lefevre Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000308948	Aman Kudiya Metro B Desktop Support	PC/Laptop Torri Randa	Virus Tax Commission	Symantec AntiVirus Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000308967	Linda Allred Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Novell Messenger Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309071	Ralph Hoggan Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Utah Criminal Justice Informatio Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309109	Karen Lingard Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None High Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309166	Cindy Morrison Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Error Code Tax Commission	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309189	Jeffrey Bawden Security	None Jed Johnson	None Tax Commission	Novell eDirectory Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.63 3.15
INC000000309299	Shane Maag Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Cisco AnyConnect VPN Client Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309354	MV Salt Lake City Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows 7 Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309378	Candace Hays Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.77 4.85
INC000000309722	Jamie Hansen Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.46 0.49
INC000000309791	MV Farmington Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309794	MV Salt Lake City Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309799	Becky McKenzie Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Symantec AntiVirus Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309803	Dianna Wright Desktop Services Management	Application Dallas DiFrancesco	Error Tax Commission	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.47

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INC000000309865	Ellen Engel Metro B Desktop Support	Application Austin Farey	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.75
INC000000309991	Doug Smith Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309994	Doug Smith Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000309996	Marisela Chavez Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Paper Jam Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.04
INC000000310004	Holly Ward Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310005	Irene Aleman Metro B Desktop Support	Application Sean Chadbourne	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310033	Gene Petrie Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310058	Julie Hird Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310060	Brandon Barlow Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310064	Stephanie Vert Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310065	Ryan Sharp Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310085	Dustin Gleed Metro B Help Desk	Application Brent Wishart	Password Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310092	Brandon Barlow Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310115	Melinda Middleton Metro B Help Desk	Application Gavin Barney	Password Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310117	Michael Waterfall Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310124	Heidi Ellison Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310127	Jackie Bate Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.81 2.81

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INC000000310153	Karla Buh Metro B Desktop Support	Application Austin Farey	Error Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	35.01 35.01
INC000000310154	Cindy M Clark Metro B Desktop Support	Print/Copy/Scan/Fax Sean Chadbourne	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 0.52
INC000000310188	Amy Bowles Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310191	Michael McMillan Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.18
INC000000310197	June Washington Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310198	Jennifer Casady Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310199	Dianna Wright Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.09
INC000000310214	Jake Hill Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310235	Bea Tu Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310241	Allied Bates Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.88 1.88
INC000000310247	Stephen Anderson Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310251	Tam Le Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310332	Said Hernandez Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310340	MV South Valley Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310348	Lamar Sayer Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310379	Randolph Creager Metro B Desktop Support	EIS Hardware Sean Chadbourne	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.56 0.56
INC000000310420	Dean Drew Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000310439	Heidi Ashdown Voice Operations	Telecom Lois Schow	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.46
INC000000310454	Herb Jenkins Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.29
INC000000310481	Donald Conger Metro B Desktop Support	EIS Hardware Sean Chadbourne	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.46 0.70
INC000000310488	Amy Bowles Metro B Help Desk	Application Gavin Barney	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310523	Terri Reid Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310536	Scott Draper Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310558	Kevin Park Application Services	Application Danielle Hood	Reporting Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.28 3.76
INC000000310600	Jeanette Sever Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310607	Dennis Morrison Metro B Help Desk	Server Brent Wishart	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310610	Tawna Blodgett Metro B Help Desk	Server Brent Wishart	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310665	Joshua Quarnberg Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310674	Gene Petrie Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310690	Tanya Spoon Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310743	Jody Fernelius Metro B Desktop Support	EIS Hardware Sean Chadbourne	Scanner Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.60 1.84
INC000000310761	Matthew Lund Metro B Desktop Support	PC/Laptop Sean Chadbourne	Virus Tax Commission	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310765	Mary Morehouse Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 1.25
INC000000310786	Karen Lingard Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000310858	Brad Christensen Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310863	Aman Kudiya Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310937	MV Ogden Metro B Help Desk	EIS Hardware Brent Wishart	Scanner Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310956	Kelli Monson Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000310977	Terri Chidester Voice Operations	Telecom Gail Christiansen	Call/Receive Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.17 30.08
INC000000310998	Melanie Palmer Metro B Help Desk	Network Brent Wishart	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311087	Jim Clayton Metro B Desktop Support	Print/Copy/Scan/Fax Sean Chadbourne	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.34
INC000000311088	Mark Kaleta Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311108	Gary Peart Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311117	Linda Allred Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311137	Jim McNair Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.70
INC000000311156	Catherine Lynch Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311181	Nancy Zullo Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311183	Jackie Bate Security	Network Jed Johnson	Password Tax Commission	BlueZone Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.07 7.99
INC000000311185	James Shaw Metro B Desktop Support	EIS Hardware Torri Randa	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.71 1.05
INC000000311200	Lynda Wood Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311203	Sherry Bushnell Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000311207	Sherry Bushnell Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311217	James Shaw Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.57 0.92
INC000000311218	Sandra Herbert Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311222	Joshua Brinkerhoff Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311281	Karen Lund Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311331	Cindy Morrison Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000311363	Julia Warga Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311376	Doug Brooks Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311391	Adam Bagley Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.08
INC000000311404	Donald Conger Metro B Desktop Support	Application Torri Randa	Error Tax Commission	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.74
INC000000311424	Debra Walker Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311441	David P Jensen Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311483	Lia Eckhardt Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311486	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311522	Elizabeth Benadik Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000311548	Lamar Sayer Metro B Desktop Support	Application Torri Randa	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.60 2.53
INC000000311582	Amber Lowder Help Desk	Telecom Vicky Marrelli	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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Tax Commission

INC000000311592	Christena Ohrn Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000311599	Beverly Beitel Metro B Desktop Support	EIS Hardware Sean Chadbourne	Scanner Tax Commission	None Low	TIR Missed: Yes TTR Missed: Yes	TIR: 25.47 TTR: 26.04
INC000000311683	Stephanie Vert Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.04 TTR: 0.08
INC000000311733	Shannon Stones Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000311739	Ruth Ann Jefferies Voice Operations	Telecom Lois Schow	Voice Mail Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.06 TTR: 0.35
INC000000311857	MV Vernal Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000311860	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000311904	Angela Martinez Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.04 TTR: 0.08
INC000000311930	Marisa Manwaring Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000312021	June Washington Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000312119	Karen Moody Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell eDirectory Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000312128	Pat Sorensen Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000312181	Christena Ohrn Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000312188	Christena Ohrn Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000312194	Trudy Gibbons Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000312220	Jody Fernelius Metro B Desktop Support	Application Sean Chadbourne	Reporting Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.65 TTR: 0.65
INC000000312271	Kyle Boyer Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00

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Tax Commission

INC000000312284	Bob Swanson Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312307	June Washington Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312359	Joshua Quarnberg Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312369	Laura Atwood Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Paper Jam Tax Commission	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.01 1.01
INC000000312371	Chad Snyder Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312464	Julia Warga Voice Operations	Telecom Julie Sabato	Call Management Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.46
INC000000312499	Shirleen Thompson Voice Operations	Telecom Lois Schow	None Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.22
INC000000312504	Vaun Johnson Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.10
INC000000312521	Kristi Carter Voice Operations	Telecom Julie Sabato	Call Management Tax Commission	Collection Management System Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.04 3.20
INC000000312627	Cindy Dennis Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312656	Dustin Ashcroft Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.43 2.56
INC000000312694	Barry Conover Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone High	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000312718	Catherine Lynch Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312758	Priscilla Sims Metro B Help Desk	Network Gavin Barney	Password Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312786	Remissa Navarro Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell eDirectory Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312790	Remissa Navarro Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell eDirectory Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312801	Shelley Robinson Metro B Desktop Support	EIS Hardware Jay Locker	PC/Laptop Tax Commission	None Low	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	8.03 15.10

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Tax Commission

INC000000312817	MV Citrix Metro B Help Desk	Application Brent Wishart	Password Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312844	Dawn Alumbaugh Capitol Desktop Support	None Scott Wunderlich	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312862	Douglas Burwell Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	None Low	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.06 6.99
INC000000312875	Ron Smith Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312895	James H Shaeffer Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312907	Alison Imlay Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312929	Stephanie Vert Metro B Help Desk	Application Brent Wishart	Password Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312941	Barry Conover Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	Novell GroupWise High	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.00
INC000000312941	Barry Conover Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	Novell GroupWise High	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312963	Jan Duggar Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000312965	Victoria Youtsey Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313009	James H Shaeffer Voice Operations	Telecom Kelly Johnson	Voice Mail Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.41
INC000000313072	Karen Waller Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313080	David Montgomery Metro B Desktop Support	PC/Laptop Torri Randa	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313088	Angela Simmons Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313101	Donald Conger Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.53
INC000000313121	Charlie Roberts Voice/Data/WAN Services	Telecom Mark Thomas	Dial Tone Tax Commission	Telephone Medium	TIR Missed: No TTR Missed: No	TIR: TTR:	0.65 0.66

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INC000000313125	Barry Conover Application Services	Application Danielle Hood	Error Tax Commission	Novell GroupWise High	Closed	TIR Missed: No TTR Missed: N/A	TIR: TTR:	0.32
INC000000313125	Barry Conover Application Services	Application Danielle Hood	Error Tax Commission	Novell GroupWise High	Closed	TIR Missed: No TTR Missed: N/A	TIR: TTR:	0.00
INC000000313135	Barry Conover Voice/Data/WAN Services	Wireless Connectivity Mitch Hood	Performance Tax Commission	CapNet Low	Resolved	TIR Missed: No TTR Missed: N/A	TIR: TTR:	0.10
INC000000313135	Barry Conover Voice/Data/WAN Services	Wireless Connectivity Mitch Hood	Performance Tax Commission	CapNet Low	Resolved	TIR Missed: No TTR Missed: N/A	TIR: TTR:	0.00
INC000000313145	Alled Bates Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313156	MV Richfield Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313164	MV Richfield Rural South Desktop Support	Print/Copy/Scan/Fax Joel Finlinson	Incident Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.15 3.32
INC000000313170	Martha Diel Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 1.28
INC000000313172	Marisa Manwaring Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313176	MV Salt Lake City Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313177	Holly Fiefia Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313184	Colleen Miller Rural South Desktop Support	Server Doug Chaston	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313194	Siafolau Leiato Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313199	William Kowalowski Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Mozilla Firefox Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313207	Karen Yakovich Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313266	Scott Mann Metro B Desktop Support	Wireless Connectivity Sean Chadbourne	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 10.25
INC000000313280	Jim McNair Security	Network Bobette Phillips	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.26

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INC000000313309	Matthew Hurst Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313332	Larry Ball Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.23
INC000000313362	Susan Dansie Metro B Desktop Support	PC/Laptop Jay Locker	Hardware Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.21 2.38
INC000000313393	Randolph Creager Metro B Hosting	Network Paul Engberson	Error Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.71 2.71
INC000000313483	Robin King Metro B Desktop Support	PC/Laptop Torri Randa	Password Tax Commission	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313491	Alan Dunlap Metro B Desktop Support	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313513	Janet Thomas Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313519	Jennifer Casady Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313536	Mia Detton Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313618	Adam Bagley Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313625	MV Ogden Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313628	Francine Corbridge Metro B Help Desk	PC/Laptop Gavin Barney	Virus Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313656	Jinx Chase Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313690	Kerry Chapman Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.34
INC000000313724	Aman Kudiya Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313739	Ken Lefevre Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313744	Susan Waters Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000313745	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313749	Said Hernandez Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313814	Kerry Chapman Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313886	Susan Dansie Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 0.48
INC000000313888	Ryan Brown Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313982	Debra Frazier Metro B Desktop Support	None Austin Farey	None Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314014	Cathy Moore Metro B Desktop Support	Print/Copy/Scan/Fax Austin Farey	Error Code Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314018	Christine H Barber Metro B Desktop Support	None Austin Farey	None Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314137	Hao Tang Metro B Desktop Support	PC/Laptop Torri Randa	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314148	Mark Kaleta Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314164	Brenda Patterson Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314170	Allied Bates Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314175	Gaylin Ford Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314177	Andrew Finch Metro B Desktop Support	Network Sean Chadbourne	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 2.55
INC000000314194	Gaylin Ford Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314217	Gaylin Ford Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314226	Shelley Eastmond Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000314249	Gaylin Ford Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314275	Priscilla Sims Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314279	Marcia Orr Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314290	Bea Tu Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314298	Scott Mann Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314315	Scott Mann Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.16
INC000000314351	Sheri Burgess Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314387	Melanie Schott Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314388	Kyle Boyer Metro B Desktop Support	None Austin Farey	None Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314395	James Teton Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314449	Iemaima fitiao Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314498	Shelley Eastmond Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.11
INC000000314507	Iemaima fitiao Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314509	June Hesleph Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314520	Priscilla Sims Voice Operations	Telecom Lois Schow	Feature Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.37
INC000000314523	Caralyn Streed Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314554	Mary Ann Burtch Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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Tax Commission

INC000000314583	Stephanie Ellinger	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000314602	D'Arcy Dixon Pignanelli	Application	Password	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	High Closed	TTR Missed: No	TTR: 0.00
INC000000314642	Jim Clayton	Telecom	Voice Mail	None	TIR Missed: No	TIR: 0.33
	Voice Operations	Lois Schow	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.44
INC000000314643	Kevin Park	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000314650	Michelle Riggs	EIS Hardware	Printer	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000314666	Doug D Green	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000314718	Siafolau Leiato	Telecom	Dial Tone	Telephone	TIR Missed: No	TIR: 0.10
	Voice Operations	Lois Schow	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.52
INC000000314726	Kent Jorgensen	Mobile Devices	None	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000314856	Christine Fratto	Application	Password	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000314859	MV Farmington	Application	Error	Motor Vehicle Administration	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000314899	James Teton	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000314979	Susan Hoggan	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000314999	Dee Talbot	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000315079	Stephanie Ellinger	Application	Password	GenTax	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000315105	John Manning	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000315157	MV Citrix	None	None	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000315169	Sandra Iwasaki	Application	Reporting	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00

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INC000000315175	MV Delta	EIS Hardware	Printer	None		TIR Missed: Yes	TIR:	1.16
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	TTR:	2.78
INC000000315186	Ronald Mayo	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000315228	Vickie Gritzmacher	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000315263	Jennifer Johnson	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000315270	Stephen Reitz	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000315284	Lonnie Holt	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000315296	Debra Frazier	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	John Robinson	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000315307	Hal Mauchley	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000315310	Lindsey Boone	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000315312	Lindsey Boone	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000315316	Joseph Bradbury	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000315322	Joshua Quarnberg	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000315330	Ryan Sharp	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000315336	Linda Allred	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000315361	Rachael Selvage	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000315372	Curtis Stoddard	Application	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	TIR:	4.48
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	4.48
INC000000315375	Lara Capes	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00

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INC000000315380	MV Fillmore Network Operations	Network Jack Bridwell	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.76
INC000000315389	Trudy Gibbons Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315412	Curtis Stoddard Metro B Desktop Support	None Austin Farey	None Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315445	Zane Rasmussen Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315460	Gene Petrie Metro B Help Desk	Application Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315481	Shelley Brunetti Metro B Desktop Support	Application Torri Randa	Error Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 1.36
INC000000315503	Bea Tu Metro B Help Desk	Application Gavin Barney	Error Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315505	Bea Tu Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315536	MV Salt Lake City Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315543	Vickie Gritzmacher Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315549	Joy Jaspersen Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315553	Julia Warga Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315559	Benjamin Hulet Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315561	Gene Petrie Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Acrobat Reader Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315570	Susan Waters Voice Operations	Telecom Lois Schow	Feature Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.31
INC000000315574	Curtis Williams Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315576	Miralee Kelsey Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.64

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INC000000315583	Lamar Sayer Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315587	Julia Warga Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315608	Dolores Furniss Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315618	Gloria Spriggs Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.09
INC000000315651	MV Fillmore Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315671	MV Ogden Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315686	Gene Petrie Metro B Desktop Support	PC/Laptop Torri Randa	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315696	MV Loa Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315720	Dianna Wright Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315745	Brett Teuscher Metro B Desktop Support	Application Torri Randa	Error Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.28 2.78
INC000000315792	Shelley Eastmond Metro D Help Desk	None Doug Brown	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315803	Holly Fiefia Metro B Desktop Support	EIS Hardware Torri Randa	PC/Laptop Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 1.75
INC000000315817	Mike Fahey Metro B Help Desk	Application Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315833	Jan Duggar Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315851	Jake Hill Metro B Help Desk	Application Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315871	Kevin Park Metro B Help Desk	Mobile Devices Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315892	June Hesleph Metro B Help Desk	Application Gavin Barney	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000315930	Brett Teuscher Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000315937	Cleo Meneses Voice/Data/WAN Services	Telecom Greg Blessing	Call/Receive Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.12 TTR: 0.30
INC000000315947	Kristi Carter Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000315967	Gary Peart Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Error Code Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000316019	MV Provo Metro B Help Desk	EIS Hardware Brent Wishart	Scanner Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000316055	Dean Powell Metro B Desktop Support	PC/Laptop Torri Randa	Error Tax Commission	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000316064	MV Cedar City Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000316067	Brad Christensen Metro B Help Desk	PC/Laptop Gavin Barney	Virus Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000316129	Brad Christensen Metro B Help Desk	PC/Laptop Brent Wishart	Virus Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000316199	Joshua Quarnberg Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	Novell eDirectory Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.13
INC000000316245	Janette Woodhouse Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.15 TTR: 0.19
INC000000316252	Becky McKenzie Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000316259	Joseph Bradbury Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000316270	MV Ogden Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000316272	Tawna Blodgett Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000316288	Gene Petrie Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.08 TTR: 0.13
INC000000316295	Carolyn Goodwin Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00

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INC000000316297	MV Salt Lake City Metro B Desktop Support	Application Sean Chadbourne	Reporting Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.31 2.31
INC000000316314	Shirleen Thompson Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.17
INC000000316353	Dwight Rimmasch Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316382	Bruce Johnson Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.74 1.18
INC000000316401	Brent Larsen Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316511	Andrew Finch Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316522	Lamar Sayer Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316602	Brook Abarca Metro B Desktop Support	EIS Hardware Torri Randa	Printer Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.64
INC000000316651	Jesse Ackerson Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316652	Allan Shinney Metro B Desktop Support	PC/Laptop Sean Chadbourne	Performance Tax Commission	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000316656	Ashley LaMarca Metro B Desktop Support	EIS Hardware Torri Randa	PC/Laptop Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.59 1.72
INC000000316657	Patrick Morris Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316690	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316699	MV Richfield Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316729	Earl Thomas Metro B Desktop Support	EIS Hardware Torri Randa	PC/Laptop Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	27.20 29.35
INC000000316753	Doug Smith Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316792	Pamela Raia Metro B Desktop Support	PC/Laptop Torri Randa	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000316840	Joshua Quarnberg	Application	Error	Microsoft Excel		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000316921	Jennifer Tingey	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000316942	Melanie Schott	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.22
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.22
INC000000316954	Scott Draper	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000316955	MV Beaver	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000316993	MV Delta	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.14
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.14
INC000000316994	Melanie Schott	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317008	Debra Frazier	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.87
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.87
INC000000317011	MV Delta	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317146	Andrew Finch	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317148	Matthew Hurst	Telecom	Voice Mail	None		TIR Missed: No	TIR: 0.11
	Voice Operations	Annette Nielsen	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.14
INC000000317154	MV Salt Lake City	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317155	Cheryl Kinsman-Garrett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317172	Mike Higley	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.03
	Voice Operations	Annette Nielsen	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.23
INC000000317182	Allen Sudweeks	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317210	Gerald Osborne	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000317231	Brent Burningham	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.23
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.29

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INC000000317235	Kimberly Barber Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317243	Timothy Peterson Metro B Help Desk	Application Gavin Barney	Error Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317284	Francine Corbridge Metro B Help Desk	Application Brent Wishart	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317303	Rachael Selvage Security	Application Sharon Smith	Error Tax Commission	Novell Messenger Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.11 6.04
INC000000317328	Cindy Dennis Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317344	Joseph Bradbury Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317403	Frankie Greenleaf Voice Operations	Telecom Annette Nielsen	None Tax Commission	Telephone High	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.17
INC000000317438	Robert Farnes Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317501	Karen Edwards Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317504	Jamie Hansen Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317542	Sharee Webb Rural South Desktop Support	PC/Laptop Doug Thornton	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.76 0.76
INC000000317601	Allan Shinney Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317611	Julio Aranda Metro B Help Desk	Mobile Devices Val Shepherd	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317632	Paula Vanikiotis Metro B Desktop Support	EIS Hardware Torri Randa	PC/Laptop Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.70
INC000000317655	Lonnie Holt Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317659	Terry Brimhall Voice Operations	Telecom Lois Schow	Voice Mail Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.24
INC000000317763	Randolph Creager Metro B Help Desk	Network Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000317791	Shannon Sirles Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317792	Jennifer Chesley Metro B Desktop Support	Print/Copy/Scan/Fax Sean Chadbourne	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09
INC000000317820	Earl Thomas Metro B Desktop Support	EIS Hardware Torri Randa	Printer Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.30
INC000000317835	MV Loa Metro B Help Desk	Network Brent Wishart	Performance Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317879	MV Duchesne Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317894	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317921	Jill Guevara Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317929	Angie Hillas Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317943	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000317989	Tina Wright Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318013	Doug Brooks Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.16
INC000000318031	MV St George Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318179	Tyler McIntosh Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	11.00 12.94
INC000000318236	Kimberly Jensen Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.22
INC000000318262	Dustin Ashcroft Metro B Desktop Support	Application Torri Randa	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 1.13
INC000000318267	Sandra Herbert Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318269	Brenda Patterson Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 1.04

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Tax Commission

INC000000318280	Kimberly Jensen	Application	Password	None		TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Tax Commission	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000318285	MV Richfield	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000318290	Cathy Maez	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000318297	Scott Draper	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.05
Voice Operations	Annette Nielsen	Tax Commission	Low	Resolved		TTR Missed:	No	TTR:	0.36
INC000000318369	Allen Sudweeks	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000318391	Ron Smith	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.04
Voice Operations	Annette Nielsen	Tax Commission	Low	Resolved		TTR Missed:	No	TTR:	0.41
INC000000318393	Deann Clark	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	No	TIR:	0.14
Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved		TTR Missed:	No	TTR:	0.40
INC000000318396	Ryan Tucker	Application	Password	GenTax		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000318401	Dustin Ashcroft	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.06
Voice Operations	Annette Nielsen	Tax Commission	Low	Resolved		TTR Missed:	No	TTR:	0.09
INC000000318434	Sarah Birch	Application	Error	Microsoft Office		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000318444	Brian L Stone	Application	Error	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed:	No	TTR:	0.04
INC000000318486	Lindsey Boone	Application	Password	GenTax		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000318562	Jan Duggar	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000318566	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000318572	James Wolfe	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000318575	Karalynn Malcolm-Sugden	Application	Error	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000318678	Laura Wickham	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.08
Voice Operations	Annette Nielsen	Tax Commission	Low	Resolved		TTR Missed:	No	TTR:	0.12

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INC000000318712	Karen Lingard Metro B Desktop Support	Application Torri Randa	Error Tax Commission	Microsoft Visio High	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318712	Karen Lingard Metro B Desktop Support	Application Torri Randa	Error Tax Commission	Microsoft Visio High	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	6.52 0.00
INC000000318807	Jeffrey Bawden Application Services	Mobile Devices Danielle Hood	Error Tax Commission	BlackBerry Configuration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 3.96
INC000000318831	Lynda Wood Metro B Desktop Support	Application Torri Randa	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.23
INC000000318833	Jake Hill Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318921	Amy Bowles Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318922	Chodon Chodon Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.22
INC000000318936	Joshua Quarnberg Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 0.42
INC000000318979	MV Roosevelt Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318982	Ashley LaMarca Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000318998	Julia Warga Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319039	MV Tooele Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319047	MV Vernal Network Operations	Network Brian Chatwin	Performance Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.14
INC000000319058	MV Duchesne Network Operations	Network J. L. Flack	Performance Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.43
INC000000319085	Angela Simmons Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319124	Warren Webb Metro B Help Desk	Server Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319130	Christa Johnson Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Office Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000319137	MV Tooele Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319155	Lynn Solarczyk Voice Operations	Telecom Lois Schow	Voice Mail Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 0.59
INC000000319253	Jim Clayton Voice Operations	Telecom Lois Schow	Feature Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.96
INC000000319263	Jayson Burke Order Desk	Telecom Alicia Zenner	Voice Mail Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 3.19
INC000000319272	Karen Waller Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.14
INC000000319275	Dee Talbot Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319285	Joanne Phillips Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.22 4.88
INC000000319309	Gary Peart Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319320	Mark Wiedeman Voice Operations	Telecom Lois Schow	Voice Mail Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 0.43
INC000000319363	Rebecca Jackson Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.10
INC000000319370	Tina Wright Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Acrobat Reader Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319401	Jane Otis Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.18
INC000000319412	Dennis Morrison Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.13
INC000000319421	Beverly Beitel Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.14
INC000000319442	June Hesleph Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319447	Marcy Dennerline Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Error Code Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319468	Colleen Conover Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000319483	Dana Johnson Voice Operations	Telecom Annette Nielsen	Feature Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 0.53
INC000000319490	Susan Waters Voice Operations	Telecom Annette Nielsen	Feature Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.50 0.50
INC000000319495	Carolyn Leeper Voice Operations	Telecom Annette Nielsen	Feature Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.51 0.51
INC000000319502	Joshua Quarnberg Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319540	Scott Draper Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.38
INC000000319548	Joshua Quarnberg Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.91 3.56
INC000000319566	Angela Simmons Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319575	Jayson Burke Voice Operations	Telecom Lois Schow	Voice Mail Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.57 2.52
INC000000319600	Angela Simmons Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319627	Frank Hales Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319640	Hao Tang Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319741	Lynn Lassen Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319753	Kay Martinez Metro B Help Desk	Application Gavin Barney	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319762	Tyler McIntosh Metro B Desktop Support	Application Sean Chadbourne	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319763	Brett Wilding Metro B Desktop Support	EIS Hardware Sean Chadbourne	Printer Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.95 5.50
INC000000319867	Debra Ross Metro B Desktop Support	EIS Hardware Sean Chadbourne	Printer Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	7.76 7.76
INC000000319880	Troy Cody Metro B Help Desk	Application Brent Wishart	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000319904	MV Salt Lake City Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319996	Brandon Barlow Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320026	Sheri Burgess Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320082	Sheri Burgess Metro B Desktop Support	Network Torri Randa	Performance Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.31
INC000000320090	MV Junction Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320117	Lindsey Boone Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320131	MV Vernal Network Operations	Network Jack Bridwell	Performance Tax Commission	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.06
INC000000320136	Karen Lingard Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Visio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320138	MV Roosevelt Network Operations	Network Jack Bridwell	Performance Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.23
INC000000320150	Marcia Orr Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.71 0.87
INC000000320170	Julia Warga Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320173	Brandon Barlow Voice Operations	Telecom Julie Sabato	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 0.51
INC000000320279	Kimm Lacy Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320291	Jim McNair Metro B Desktop Support	Application Sean Chadbourne	Reporting Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.04 3.04
INC000000320314	Emily Butler Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320427	Bruce Johnson Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320448	Fo'ou Vehikite Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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Tax Commission

INC000000320459	MV St George Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320471	Melinda Middleton Metro B Help Desk	Application Gavin Barney	Error Tax Commission	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320474	Tori Cody Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320482	Brad Simpson Voice Operations	Telecom Lois Schow	None Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.20
INC000000320583	Doral Vance Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.94 1.80
INC000000320596	MV South Valley Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320623	Jake Hill Metro B Help Desk	Application Gavin Barney	Error Tax Commission	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320629	Joshua Quarnberg Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	5.25 6.70
INC000000320686	Mike Fahey Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.07
INC000000320691	Marcia Orr Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.07
INC000000320798	James Wolfe Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320817	MV Salt Lake City Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320899	MV South Valley Metro B Help Desk	EIS Hardware Brent Wishart	Scanner Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320943	Zenas Herdegen Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000320948	Dianna Wright Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.98 0.98
INC000000320981	Trudy Gibbons Metro B Help Desk	Application Val Shepherd	Password Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.44 0.44
INC000000321022	Sherry Bushnell Voice/Data/WAN Services	Telecom Mike Johnson	Hardware Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.60

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INC000000321024	Camille Webb	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321025	D'Arcy Dixon Pignanelli	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321028	James Teton	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321044	MV South Valley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321045	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321108	Dan Engh	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321113	James H Shaeffer	Application	Error	Motor Vehicle Administration		TIR Missed: Yes	TIR: 3.45
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 4.48
INC000000321130	James Wolfe	Application	Error	Microsoft Office		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321177	Charlie Roberts	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321293	Victoria Youtsey	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.36
INC000000321311	Tawna Blodgett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321336	Miralee Kelsey	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321342	Amy Arn	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321361	Monica Fletcher	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321385	Stephanie Vert	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321392	Stephanie Vert	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321411	Julie Jones	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000321425	James Wolfe	Application	Error	Microsoft Office		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321480	Scott Mann	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.41
	Voice Operations	Leon Owen	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	1.60
INC000000321508	Miralee Kelsey	Application	Error	Novell eDirectory		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321511	Rajanee Christiansen	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321566	Julie Salisbury	Application	Reporting	ZENworks for Desktops		TIR Missed:	No	TIR:	0.06
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.82
INC000000321567	Susan Waters	Application	Error	Avery LabelPro		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321600	Dean Drew	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321621	Joseph Bradbury	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.04
	Help Desk	Vicky Marrelli	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.22
INC000000321641	MV Ogden	Application	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321694	Jordan Wheeler	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321695	Jordan Wheeler	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321698	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321751	Mike Fahey	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321777	Taylor Killpack	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.03
	Voice Operations	Annette Nielsen	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.06
INC000000321891	Devin Scott	Application	Error	Symantec AntiVirus		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321894	Bethany Christensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321896	MV South Valley	Application	Password	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000321927	Zenas Herdegen Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321961	James Teton Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322004	MV Ogden Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Paper Jam Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322249	Paula Vanikiotis Metro B Desktop Support	PC/Laptop Austin Farey	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.08 7.03
INC000000322250	Jacoba Larsen Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322265	Kevin Park Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322290	MV Ogden Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322312	Marcy Dennerline Metro B Desktop Support	EIS Hardware Austin Farey	Scanner Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.13 6.54
INC000000322320	Victoria Youtsey Metro B Help Desk	Application Brent Wishart	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322334	Daniel Palmer Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.34
INC000000322338	MV Salt Lake City Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322339	Dan Engh Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322371	Melanie Palmer Metro B Desktop Support	PC/Laptop Torri Randa	None Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.39
INC000000322372	MV Heber Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322445	Miralee Kelsey Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322451	Miralee Kelsey Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322523	Camille Webb Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.78 2.34

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INC000000322557	Dolores Furniss	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000322572	Camille Webb	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR: 1.23
	Metro B Desktop Support	Torri Randa	Tax Commission	Medium	Resolved	TTR Missed: No	TTR: 1.87
INC000000322584	Kimberly Johnson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000322607	William Kowalowski	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000322611	Janet S Taylor	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000322618	Jacoba Larsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000322625	Joy Jasperson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000322646	Kindra Gbur	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000322654	Joy Jasperson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000322656	Chris Routson	Application	Password	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000322668	Paula Vanikiotis	None	None	None		TIR Missed: Yes	TIR: 2.95
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 2.95
INC000000322687	Melanie Palmer	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000322699	Craig Newton	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000322705	Deon Loynd	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000322797	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000322941	Andrea Lindgren	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000322991	Gay Green	Network	Password	None		TIR Missed: No	TIR: 0.32
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 1.32

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INC000000323068	MV Coalville	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000323099	Brandy Arnoldus	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.21
	Voice Operations	Annette Nielsen	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.26
INC000000323146	Aimee Turbin	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000323158	Chrysanne Newman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000323160	MV Citrix	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000323175	MV Ogden	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000323200	Mary Morehouse	None	None	None		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000323240	Scott Stevens	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00